MITEL NETWORKS

3300 Integrated Communications Platform

3300 CITELlink Gateway for 7000 Series Norstar Phones

T7406 Phone User Guide

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ABOUT YOUR PHONE

The Mitel Networks 3300 CITELlink Gateway allows your Nortel Networks™ Norstar phone to work on a Mitel Networks 3300 Integrated Communications Platform (3300 ICP).

When used with a 3300 ICP, your T7406 phone has five fixed-function keys ((SUPERKEY), **TRANS/CONF, MESSAGE**, (HOLD), (CANCEL)), and four personal keys. The personal key on the bottom right is always your Prime Line; the remaining personal keys can be programmed as:

- Feature keys (for example, Swap). You can program feature keys using your phone. The administrator can also program feature keys.
- Speed Call keys. You can program speed call keys from your phone.
- Line Appearances. Only the administrator can program line appearances.

Your phone also features display-assisted selection of features, on-hook dialing, and an incoming call indicator light (at base of antenna).

Phone buttons

Button Number	Description
1	Cancel
2	Superkey
3	Hold
4	Prime Line
5-6, 12	Personal Keys
7	Softkeys
8	Options/Mute
9	Volume
10	Message
11	Transfer/Conference

Phone status indicators

When line is	the indicator is
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	Flashing slow on/fast off

Conventions

The following conventions are used in this user guide:

- Fixed-function keys are identified by bold uppercase letters (for example, **TRANS/CONF**).
- Softkeys are identified by bold letters and the word "softkey" (for example, "Press the **Yes** softkey.").
- Text that appears on the display is identified by double quotes (for example, "Language?").

Using Your Norstar Phone with the 3300 CITELlink Gateway

Please note the following differences in the way your CITELlink Norstar phone now operates:

- You can program speed call numbers, personal keys as well as enable/disable features using . To navigate through the menus, use the **YES** and **NO** softkeys.
- Some features require you to dial a **feature access code**. You can use feature access codes whenever you have dial tone. The feature access codes in this user guide may be different from the ones programmed in your system. Ask your Administrator for the list of feature access codes you can use.
- When you have a message (including new voice mail messages), "Message" appears on the display, and the **MESSAGE** key indicator turns on.
- You do not need to select a line before dialing a number. See the *Making and Answering Calls* section for more information.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

ABOUT WIRELESS PHONES

Wireless telephones use radio frequencies, which are susceptible to interference from electrical devices such as motors, computers, VHF radios, and fluorescent lights. Such interference can limit the operating range of the telephone and cause noisy or interrupted reception. Walls, building wiring, and metal structures such as filing cabinets can also affect the performance of the telephone.

USING A T7406 PHONE

Charging the Battery

To correctly connect the handset charger:

1. Plug the small connector of the power adapter to the back of the charger.
2. Plug the power adapter into a wall socket.

To correctly charge a new battery pack:

WARNING: The rechargeable battery pack must be fully charged before you use your T7406 phone for the first time.

1. Charge the battery pack in the battery port at the back of the charger for a minimum of 30 minutes.
2. Install the battery pack onto the back of the phone.
3. Put the phone in the phone port of the charger. When the contacts touch correctly, the phone charge indicator (left LED on charger) turns red. The battery pack is fully charged when the phone charge indicator turns green (three hours).
4. Place the spare battery pack in the back battery port on the charger. When the contacts touch correctly, the battery charge indicator (right LED on charger) turns red. The battery pack is fully charged when the battery charge indicator turns green (about 12 hours).

To change a battery pack:

Note: You should exchange the phone battery packs regularly (once a week).

1. Press down on the battery pack latch at the back of the phone, and remove the battery pack from the phone.
2. Insert the battery pack in the back battery port of the charger. When the contacts touch correctly, the battery charge indicator (right LED on charger) turns red. The battery pack is fully charged when the battery charge indicator turns green (about 12 hours).
3. Insert the charged battery pack into the phone.
4. Insert the phone into the phone port of the charger. When the contacts touch correctly, the phone charge indicator (left LED on charger) turns on. The battery pack in the phone is fully charged when the phone charge indicator turns green.

Recycle Note: Nickel metal hydride batteries are recyclable. Return your unwanted batteries to the nearest recycling center for proper disposal. Do not dispose of the batteries in office or household waste. Phone 1-800-8-BATTERY to locate a Battery Recycling Center near you.

Telephone Setup

Each T7406 phone must be registered to a base by sharing an identical security code. A base can support up to three independent phones. Each phone assigned to a base station must have a unique Set ID (1, 2 or 3). When viewing the back of the base station, the TCM/RJ-11 jacks from left to right correspond to the handset ID # 1, 2, and 3.

To set your phone ID number

1. Press the Options button.
2. Press the **SHOW** softkey.
3. Press the **NEXT** softkey until the display shows "6. Handset ID".
4. Press the **SHOW** softkey. The display shows the current phone ID number.
5. To change the phone ID number, press the **CHANGE** softkey. The display shows "Enter Password".
6. Enter the 6-digit password (default is 000000).
7. Press the **OK** softkey. The display shows "Press Digit 1-3".
8. Press the dial pad number corresponding to your phone ID number.
9. Press the **OK** softkey to save the phone ID number.

Note: Talk to your Administrator for information on changing your password.

To assign your phone to a base station:

If your installer has already set up a base station, obtain the security code, and perform steps 1 to 7 of this procedure.

If you need to assign a security code to the base station, perform all the steps in this procedure.

1. Press the Options/Mute button.
2. Press the **SHOW** softkey.
3. Press the **NEXT** softkey until the display shows "4. Set S.S. Code".
4. Press the **SHOW** softkey. The display shows "Press 6 digits".
5. Using the keypad, enter the 6-digit security code assigned to the base station you are connecting to.
6. Press the **OK** softkey. The display shows "4. Set S.S. Code".
   If you are assigning a phone to an existing base station, your phone is now connected to the system.
   If you are assigning the first phone to a new base station (which has no security code), continue with the following steps.
7. When the display shows "4. Set S.S. Code", press the **NEXT** softkey to get ready to send the security code to the base station. The display shows "5. Send S.S. Code".
8. Unplug the AC power adapter connected to the base station, and plug it back in again.
9. Within 15 seconds, press and hold the **OK** softkey for 5 seconds to send the security code to the base. When the transfer is successful, the display shows "Send OK!" and you hear a beep.
   Note: If the security code transfer fails, the display shows "Send Error!". To correct this, repeat steps 9 and 10.
0. Press the **Options/Mute** button. The display shows the time and date.

Handset Lock

You can lock the handset to prevent unintentional button presses.

To lock the handset:

1. Press the **Options/Mute** button.
2. Press the **SHOW** softkey. The display shows "1. Ring Type".
3. Press the **NEXT** softkey until the display shows "3. Lock Handset".
4. Press the **OK** softkey. The display shows "Handset Locked".

To unlock the handset

- Press then ***.

Handset Asleep Mode

If your phone remains idle for more than 15 seconds, it automatically reverts to Handset Asleep mode. To wake up your handset, press any key.

Call indications: While your phone is asleep, it does not display message waiting indicators or indications that the ring-again feature is active.

Priority calls with Do Not Disturb active: When the phone is asleep and a priority call is made to the phone, it appears to the caller that the priority call was successfully connected, even though you receive no indication on your phone. To ensure that your phone provides proper audible and visual ring notification when Do Not Disturb is on, always press the line/intercom button and the button when the phone wakes up.

Headset Calls

Phone functions and features are the same when a headset is plugged into the headset port of the phone (on top of phone, above the volume button).

Belt Clip

You can attach a belt clip to the back of the phone to provide handsfree portability.

To attach the belt clip:

1. Line up the side tabs of the belt clip with the notches on each side of the phone (the belt clip is attached to the back of the phone, above the battery pack).
2. Snap the belt clip into place.

To remove the belt clip:

1. Use a small coin the side tabs of the belt clip from the notches on each side of the phone.
2. Remove the belt clip by pulling it off the handset.

Wrist Strap

You can attach a wrist strap to the phone for easy carrying.

1. Put the loop of the wrist strap through the hook on the side of the handset (above the Volume button).
2. Put the other end of the wrist strap through the loop, and pull until the wrist strap is secure on the phone.

CUSTOMIZING YOUR PHONE

Ringer Control

To adjust the Ringer Volume while the phone is idle:

1. Press the **Options/Mute** button.
2. Press the **SHOW** softkey. The display shows "1. Ring Type".
3. Press the **NEXT** softkey. The display shows "2. Ringer Volume".
4. Press the **SHOW** softkey. The display shows "Press Volume bar".
5. Press the volume button to adjust the ringer volume.
6. Press the **OK** softkey. The display shows "2. Ringer Volume".

To adjust the Ringer Type while the phone is idle:

1. Press the **Options/Mute** button.
2. Press the **SHOW** softkey. The display shows "1. Ring Type".
3. Press the **CHANGE** softkey to listen to the different types of ring available.
4. Press the **OK** softkey to select the desired ring type. The display shows the ring type number you chose.
   Note: To disable the ringer, select **Ringer Off**.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press the volume bar on the left side of the handset.

Microphone Mute

To toggle the microphone on and off while on a call

- Press the **Options/Mute** button.

Note: This applies only to the current call. If you get a second call and want to mute the microphone for that call, you must press the **Options/Mute** button again.

Feature Keys

To display information about a key:

1. Press .
2. Press a personal key.
3. Press .

To re-program a personal key:

1. Press .
2. Press the **No** softkey until "Personal Keys?" appears.
3. Press the **Yes** softkey.
4. Press a personal key that isn't a line key.
5. Press the **Change** softkey.
6. Press the **No** softkey until the desired feature appears.
7. Press the **Yes** softkey.
8. Press .

Language Change

To change the display language:

1. Press .
2. Press the **No** softkey until "Language?" appears.
3. Press the **Yes** softkey.
4. Press the **Change** softkey.
5. Press the **No** until the desired language appears.
6. Press the **Yes** softkey.

MAKING AND ANSWERING CALLS

Make a call

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number,
   -OR-
   Press a Speed Call key.

Answer a call

- Press the **Options/Mute** button.

End a call

- Press .

Redial - Saved Number

To save the last number that you manually dialed:

- Dial ***79**.

To Redial a saved number:

- Dial ***6***.

Phonebook

For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press the digit 2 three times. Use the ⬅ softkey to correct errors. If the next letter in a name is on the same key as the previous letter, press the ➡ softkey before proceeding. If required, use the ➡ softkey to add a space between the first and last name.

To use Phonebook:

1. Press the **Phonebook** softkey.
2. Enter the name of the desired party using the keypad.
3. Press the **Lookup** softkey.
4. If no match exists, edit the original entry.
5. If the name is not unique, press the **Next** softkey.
6. Do one of the following:
   - To make the call, press the **Call** softkey.
   - To edit the entry, press the **Retry** softkey.
   - To exit, press .

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

- Press a Speed Call key.

To store a Speed Call number:

1. Press .
2. Press a personal key that isn't a line key.
3. Press the **Change** softkey.
4. Press the **Yes** softkey.
5. Do one of the following:
   - To enter a new number, dial the number. Press between digits to create a pause during dialing; press more than once to lengthen the pause.
   - To enter a trunk flash, press **TRANS/CONF**. (See *Trunk Flash* for more information about the use of this feature.)
6. To make the number private, press the **Private** softkey.
7. Press the **Save** softkey.
8. Press to exit, or select another personal key to program another speed dial number.

Speed Call - Personal

Note: Personal Speed Call lists must be configured by the Administrator.

To store a personal Speed Call number:

1. Dial **67**.
2. Enter an index number between **00** and **09**.
3. Dial the number to be stored (press between digits to create a pause during dialing - press more than once to lengthen the pause).
4. Press to hang up.

To dial a stored personal Speed Call number:

1. Dial **58**.
2. Enter an index number between **00** and **09**.

Muting a Call

To disable/enable the handset microphone during a call:

- Press the **Options/Mute** button.

CALL HANDLING

Hold

To place a call on Hold:

- Press . The line appearance flashes red.

To retrieve a call from Hold:

- Press the flashing line key.

To retrieve a call from Hold at another station:

- Press the flashing line key.
  -OR-
  Dial ****1** and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, press the **Release** softkey.
   - To announce the Transfer, wait for an answer, consult, and press to hang up.
   - To cancel the Transfer, press .

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

To leave a Conference:

- Press to hang up.

Conference Split

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

To return to the conference call:

- Press **TRANS/CONF**.

Add Held

To move a call on Hold to another line appearance:

1. Press an available line key.
2. Press the **Addheld** softkey.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **Addheld** softkey.
2. Press the flashing line key.

Swap

To call another party when you are in an established two-party call:

1. Press **TRANS/CONF**.
2. Dial the number.

To alternate between the two parties:

- Press the **Trade** softkey.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your phone. B-Int redirects internal calls when your phone is busy, and B-Ext redirects external calls when your phone is busy. NA-Int redirects internal calls after several rings if you don't answer, and NA-Ext redirects external calls after several rings if you don't answer.

Note: For information about "I Am Here?", see Call Forward - Remote.

To program Call Forward:

1. Press .
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the desired type of Call Forward appears (see above).
5. Press the **Review** softkey.
6. If a number is already programmed, press the **Change** softkey.
7. Press the **Program** softkey.
8. Dial the destination number.
9. Press the **Save** softkey.
0. Press .

To turn Call Forward on and off (once it has been programmed):

1. Press .
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the desired type of Call Forward appears.
5. Press the **Review** softkey.
6. Press the **Change** softkey.
7. Do one of the following:
   - To turn Call Forward on, press the **TurnOn** softkey.
   - To turn Call Forward off, press the **TurnOff** softkey.
8. Press .

Call Forward - Remote

To forward calls from a remote station to your current location:

1. Press .
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until "I Am Here" appears.
5. Press the **Yes** softkey.
6. Dial the extension of the remote station.
7. Press the **Save** softkey.

To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Dial ****77**.
2. Dial the extension of the remote station.
3. Press to hang up.

To cancel Call Forward - Remote from the station that was forwarded:

1. Press .
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Review** softkey.
5. Press the **Change** softkey.
6. Press the **TurnOff** softkey.
7. Press .

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Dial **64**.
2. Press to hang up.

To again allow calls to be forwarded by the destination number:

1. Dial ****73**.
2. Press to hang up.

Call Forward - Forced

To force an incoming call to be forwarded:

- Press the **Forward** softkey.

Note: The **Forward** softkey will not appear if Call Forward is not programmed.

Call Forward - Override

To override Call Forward and ring a station:

1. Dial ***1***.
2. Dial the extension number.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press .
2. Press the **No** softkey until "Advisory Msgs?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the desired message appears.
5. Press the **TurnOn** softkey.

To turn Messaging - Advisory off:

1. Press .
2. Press the **No** softkey until "Advisory Msgs?" appears.
3. Press the **Yes** softkey.
4. Press the **TurnOff** softkey.

Messaging - Callback

To leave a message waiting indication on a phone when you hear busy or ringback tone:

- Press **MESSAGE** or the **Callback** softkey.

To respond to a message waiting condition on your phone:

1. Press **MESSAGE**.
2. If a password is required, dial your password and press the **Enter** softkey.
3. Press the **Yes** softkey. The caller information is displayed.
4. To display the time the message was sent, press the **More** softkey.
   - To display the number of the caller, press the **More** softkey twice.
5. Do one of the following:
   - To call the message sender, press the **Call** softkey.
   - To delete the message, press the **Erase** softkey.
   - To view the next message, press **MESSAGE**.

To answer a Callback:

- Press the Options/Mute button on the right of the handset.

To check for messages from a remote station:

1. Press .
2. Press the **No** softkey until "Remote Msging?" appears.
3. Press the **Yes** softkey.
4. Dial your extension number.
5. Press the **Enter** softkey.
6. If a password is required, enter your password and press the **Enter** softkey.
7. Press the **Yes** softkey to respond to the message.

To set, change, or clear a password (up to 7 digits, not including 0):

1. Press .
2. Press the **No** softkey until "Set Password?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
   - To enter a new password, enter your password.
   - To change or clear your password, enter your current password.
5. Press the **Enter** softkey.
6. If you are changing or clearing your password, do one of the following:
   - To change your password, enter your new password and press the **Enter** softkey.
   - To clear your password, enter **0**.
7. Enter your new password again.
8. If you are setting up or changing a password, press the **Enter** softkey.
9. Press .

Messaging - Cancel Callback

To cancel a Callback:

1. Dial ***1#**.
2. Dial the number of the called station.
3. Press to hang up.

Messaging - Cancel All Callbacks

To cancel all Callbacks:

1. Dial **#1**.
2. Press to hang up.

USING ADVANCED FEATURES

Account Codes

To use Forced Account Codes:

1. Dial the Account Code digits.
2. Press **#**.

To enter an Account Code during a call:

1. Press .
2. Press the **Yes** softkey.
3. Dial the Account Code digits.
4. Press the **Save** softkey.
5. Do one of the following:
   - For a verified account code, press the **Yes** softkey.
   - For a non-verified account code, press the **No** softkey.

Call Park

To retrieve a call parked by the attendant:

1. Dial ***23**.
2. Dial the console ID and the Hold Slot number.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

- Press the **Pickup** softkey.

To answer a call that is ringing at a station not in your Pickup Group:

1. Dial ****6**.
2. Dial the number of the ringing station.

Campon

To Campon to a busy station:

- Press the **Wait** softkey.

To retrieve a call when you hear Campon tone:

- Press the **Trade** softkey.

Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key.
  -OR-
- Press .
- Press the **NO** softkey until "Do Not Disturb" appears.
- Do one of the following:
  - Press **TurnOn** to activate Do Not Disturb.
  - Press **TurnOff** to deactivate Do Not Disturb.

To activate Do Not Disturb from a remote station:

1. Dial ****5**.
2. Dial the number of the station to which **Do Not Disturb** is to apply.
3. Press to hang up.

To deactivate Do Not Disturb from a remote station:

1. Dial **##5**.
2. Dial the number of the station with **Do Not Disturb** activated.
3. Press to hang up.

Override

To use Override when you encounter busy or DND tone:

- Press the **Intrude** feature key.

Paging

To use Paging:

1. Press the **Pager** feature key.
2. Dial the Paging zone number (if required).
3. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their phone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset call.

To page a party:

1. Press the **Direct Paging** feature key.
2. Dial the extension number.
3. Speak to the dialed party after the tone.

To answer a Direct Page (indicated by a single burst of tone):

- Press the Options/Mute button on the right of the handset.

Reminder

To program a Reminder:

1. Press .
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Enter the time in 24-hour format.
5. Press the **Save** softkey.

To view, change, and/or cancel a pending Reminder:

1. Press .
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
   - To change the Reminder, press the **Change** softkey, enter the new time, and press the **Save** softkey.
   - To cancel the Reminder, press the **Clear** softkey.
   - To exit without canceling the Reminder, press .

To acknowledge a Reminder when your phone rings once:

- Press the **Confirm** softkey.

Note: If you are on a call when the reminder expires, you hear a single beep. If your phone is asleep when the reminder expires, you will only get a visual reminder (the phone will not ring).

Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Press the **Direct Page** feature key or dial ***37**.
2. Do one of the following:
   - To page your prime page group, press **#**.
   - To page a specific page group, dial the page group directory number.
3. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Dial ***88**.
2. Do one of the following:
   - To respond to a page from your prime page group, press **#**.
   - To respond to a page from a specific page group, dial the page group directory number.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press **TRANS/CONF**.
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

Record a Call

This feature uses your voice mail system to record your phone conversations.

Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

To start recording while on a two-party call:

- Press the **Record Call** feature key.

Note: Your system may be programmed to automatically begin recording external calls when you or the other answers.

To pause recording:

- Press the **Pause** softkey.

To resume recording after pausing:

- Press the **Resume** softkey.

To stop a recording without saving it:

- Press the **Stop&Erase** softkey.

To stop and save a recording:

- Press the **Stop&Save** softkey.
- Press the **Record Call** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing **TRANS/CONF** or a **DSS** key, may also save the recording.

To listen to a recording:

1. Access your voice mailbox.
2. Follow the prompts to retrieve the recording.

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